

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

Plot No. UU/9, Civil Township, Rourkela-769004

Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

## Bench:

Sri Achyutananda Meher (President), Sri Chitta Ranjan Dash (Member Finance), Sri Grish Chandra Mohapatra (Co-opted Member)

## Corum:

Sri Achyutananda Meher	...	President
Sri Chitta Ranjan Dash	...	Member (Finance)
Sri Girish Chandra Mohapatra	...	Co-opted member

1	Case No.	<b>RKL/ 147/2025</b>			
2	Complainant	Name & Address:		Consumer No:	
		BARNABAS PAREYA		8132-1204-1140	
		AT-JHARTARANG, PO-RANIBANDH		Contact No.:	
		DIST-SUNDARGARH, ODISHA.		9831128052	
3	Respondent	Name		Division	
		SDO, Kalunga, TPWODL, Rajgangpur		RED, TPWODL, Rajgangpur	
4	Date of Application		07.03.2025		
5	In the matter of-	1. Agreement / Termination	x	2. Billing Disputes	✓
		3. Classification / Reclassification of Consumers	x	4. Contract Demand / Connected Load	x
		5. Disconnection / Reconnection of Supply	x	6. Installation of Equipment & apparatus of Consumer	x
		7. Interruptions	x	8. Metering	x
		9. New Connection	x	10. Quality of Supply & GSOP	x
		11. Security Deposit / Interest	x	12. Shifting of Service Connection & equipments	x
		13. Transfer of Consumer Ownership	x	14. Voltage Fluctuations	x
		15. Others (Specify) - x			
6	Section(s) of Electricity Act, 2003 involved		42(5)		
7	OERC Regulation(s):				Clauses
	1	OERC Distribution (Licensee's Standard of Performance) Regulations, 2004			
	2	OERC Conduct of Business) Regulations, 2004			
	3	Odisha Grid Code (OGC) Regulation, 2006			
	4	OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004			
	5	Others-OERC Distribution (Conditions of Supply) code, 2019			
8	Date(s) of Hearing		07.03.2025		
9	Date of Order		17.03.2025		
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.		Nil		
12	Appeared for the Complainant:		Appeared for the Respondent:		
	Barnabas Pareya		Er. Abhinav Rath, SDO		

## **ORDER**

### **Brief Facts of the Case**

During the spot hearing at Kalunga, Electrical Sub-division camp on dt.07.03.2025, the complainant appeared before the Forum whereas SDO Electrical, RED, Rajgangpur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is an LT-Dom consumer having no-8132-1204-1140 with connected load of 1 KW. That the Complainant raised objection for abnormal billing from Jun'2024 to Nov'2024. He requested revision of bills and mentions about verbal complaints being made to the respondent earlier on.

### **Gist of Arguments made by the Parties**

Both parties were present in the hearing. The contentions made by the parties are as follows:

#### **Submission of the Complainant:**

- The complainant submitted that abnormal billing during Jun'2024 to Nov'2024 due to which high billings have been done resulted to accumulation of arrears.
- He further submitted that he had made verbal complaint to the respondent about the erroneous bill.
- He also requested the Forum to revise the bills.

#### **Reply Submission of the Respondent:**

- The respondent produced the following documents:
  - Billing abstract from Apr'2024 to Feb'2025.
  - Physical Verification Report on dt.05.03.2025.
  - Lab report on dt.18.02.2025.
  - Written version on dt. 07.03.2025.
- The respondent also agreed to abnormal billing during the Jun'2024 to Nov'2024.
- However, the respondent requested the Forum to take appropriate decisions as necessary.

### **Findings of the Forum**

Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the

relevant documents and provisions of law have concluded as follows:

- From Jun'2024 to Oct'2024 abnormal bills have been served.
- The old meter bearing number WLT151089 is tested at Meter testing lab, Rajgangpur on dt.18.02.2025 and found defective.
- Meter bearing Sl. No. TWSP51221853 had been installed on dt. 12.12.2024 and the current reading is "03" Kwh as on dt. 05.03.2025.
- Bill served during Nov'2024 is on pro-rata basis and needs revision.
- As the several consumptions is very less and the same will continue further the Forum feels to revise the bills from old meter consumptions.

### **Directions of the forum**


In view of the above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations 155 and 157 of the Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

- The bills served from Jun'2024 to Nov'2024 are to be revised by taking old meter reading from Dec'2023 to May'2024 consumption.
- Any adjustments made during the revision period are also to be taken into consideration.
- DPS charged on the wrong bills are also to be withdrawn.

The matter is closed herewith.

The compliance report to be submitted to the undersigned on or before dt.**30.04.2025**.

  
**Co-Opted Member**

  
**Member (Finance)**

  
**President**

No. GRF/RKL/ 213<sup>(4)</sup>

Date: 21/03/2025

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Chief Legal, TPWODL, Burla.

*If the complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No. 3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievances Redressal Forums.*

